

# THE IPN DISPATCH

IPN Monthly Dispatcher Update

MARCH 2016

## Chapter Stats

Based on the positive feedback that we have received on the monthly stats we are expanding this list to show the top 10 states and provinces. Yes, that is right, we said provinces! Welcome to the big leagues Ontario! You did it. Showing up for the first time ever in the number 10 spot and knocking Connecticut off the chart. Great job by the Canucks showing us hosers down south how its done.

1st	FLORIDA
2nd	CALIFORNIA
3rd	NEW YORK
4th	MASSACHUSETTS
5th	PENNSYLVANIA
6th	OHIO
7th	TEXAS
8th	ILLINOIS
9th	MARYLAND
10th	ONTARIO

Because of limited space, and the sensitive nature of the information, we will only release the numbers of the jurisdictions in the top 3 states. They are: Florida (2674), California (2383), and New York (2332). It is important to note that Pennsylvania, while placing number 5 in January, was actually busier than New York City. They sent one call more than the 5 boroughs. Total calls system wide for January were 22297. Awesome job everyone! Don't forget - Every page counts!

## What's In A Name?



We know how protective you are of your IPN dispatcher ID#. So much so that we wrote a program that allows us change your ID to something meaningful to you if you request it. We are just as protective of our name "IPN, Incident Page Network, and 911 iMedia."

We find ourselves again in a position where we must remind you that unauthorized use of the IPN name, logo, or tagline is not permitted. This is not limited to producing IPN gear on your own (as we have seen happen) but includes making social media accounts, email groups, or chat groups using our name. While well-meaning and in support of your dispatching efforts, it is still a violation.

However, we have asked our programmers to look at ways of making the dispatcher chat room more user-friendly. We could use your help though. What features of 3rd party apps and sites that promote communication do you wish we most had here at IPN? Send your suggestions to [support](#).

## IPN Dispatcher of the Month

We are pleased to announce that **MAS262** has been named DOTM!

Longtime dispatcher and member of the Hotline, MAS262 is has proven his loyalty time and again.

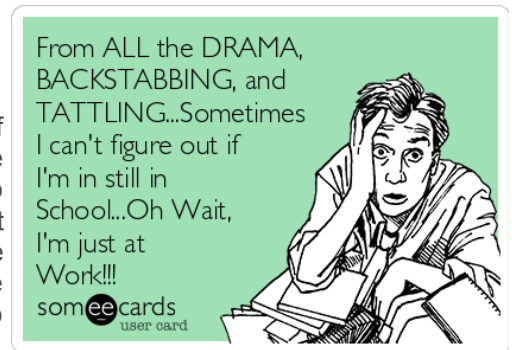
Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

## In This Issue

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- Constructive QA
- Pop Quiz
- Stop Paying for Alerts
- Dispatcher Photos
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- Fire/EMS Humor

## If He Gets To, So Can I

Believe it or not, this isn't about kindergarten, this is a response our QA staff receives all too often while reviewing a complaint. Typically, it comes in like this: "Hey, you should know that dispatcher ABC123 never waits for units to get at scene before he sends an alert. I guess you don't care so I'll just start doing that too." This couldn't be further from the truth! We do care, we care a lot. The integrity of IPN lies in the hands of our dispatchers and we trust you to care for it, nurture it, and take pride in it. We also rely on you to help us monitor and mentor one another.



We understand how frustrating it is to patiently monitor an incident, having your notes ready to go, the dispatch screen queued up, and then BAM! someone else jumps the gun and scoops you with bad info. After you yell and curse, take a lap around the house and then email QA via support. What we need is a copy of the alert that was sent and your input about what happened. Avoid terms like "always" or "never" because we are all team, be constructive. Provide the facts: who was first at scene and what was the size-up. Do not expect to be kept in the loop on how QA proceeds with the complaint. Just as we do not share our conversations with you, your fellow dispatchers get the same respect. Rest assured, we do follow-up, we attempt to provide additional training, and we do purge dispatchers that make the same repeated mistakes.

This is a team effort and we appreciate each one of you, even your mistakes, because it means you're here! Thank you.

## Pop Quiz

Engine 33 arrives at the scene of a grass fire running along the side of a divided 6-lane interstate highway and requests a brush truck to assist and law enforcement for traffic control and lane closure. What alert type would YOU chose if you were the IPN dispatcher monitoring the incident?



- A) Brush Fire because this is a grass fire that is spreading.
- B) Special. This doesn't fit any other category but it is still news-worthy
- C) Traffic Alert. Smoke across the road is a hazard and lanes are closed.
- D) 1 Alarm Fire - additional units have been requested.

## Paying For Service



Are you an IPN dispatcher that is also paying for an IPN premium account? This is only required if you want alerts from areas outside your own chapter. In some cases, your contributions make you eligible to for Premium Dispatcher status and you can get those states for free! So, if you are paying and contributing, [contact support](#) and ask for a review of your account.

## Short Newsletter

You may have noticed this newsletter is a bit thin.

Just as you have events and incidents in your lives that affect your level of commitment towards IPN, your admin family does too. We regret that we could not dedicate the amount of time we normally do in providing you with an informative and entertaining newsletter.

Remember: we provide a generous point bonus for article submissions and feed reviews.





Photo By: Phil Anderson

Topeka (Shawnee County)| Traffic Advisory| SE 21st St & SE Wittenberg Rd| 2 veh traffic accident, possible inj/s, road is blocked, PD/C-1 O/s, traffic backed up| KAN004



Photo by: Bailey DeGregorio

Swissvale (Allegheny County)| 4 Alarm Fire| 470.4125| Woodstock Ave & Melrose St| U/D: Partial collapse of building on C/D corner. 4th alarm called for additional aerial.| PEN018

## Ask QA

### -Working Fire AND Smoke Damage

"I sent a 1st alarm alert for a working fire, now do I send a smoke damage call as well?"

Excellent question as obviously a working fire will also have components of smoke, water, and structure damage. However, in the case of fires, we only send to 1 category. Subscribers that receive working fires also receive the damage calls. An exception would be if there was damage to a second location in conjunction with the working fire (exposure damage to house next door or flooding at the end of the block from water run-off).

Vehicle vs structure is different because our damage subscribers do not receive traffic or major accident alerts (99% of those do not involve structure damage).

Do you have a question for our QA staff?

Send it to [support@incidentpage.net](mailto:support@incidentpage.net)

## Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

### Newsletter Story & Photo Submission:

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

### General Support:

[support@incidentpage.net](mailto:support@incidentpage.net)

### Dispatcher Admin Office:

1900 Weld Blvd, Suite 105  
El Cajon, CA 92020

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**THIS IS BILL.**

**BILL SEES A FIRE ENGINE IN HIS REAR VIEW MIRROR.**

**BILL GIVES WAY TO THE FIRE ENGINE.**

**BILL IS SMART.**

**BE LIKE BILL.**



## Pop Quiz— Answer

Answer - C -

Traffic Alert: Note that a major highway is affected, including lane closures; however, because the fire has not grown beyond 1 acre (and no 1st alarm response), brush fire would not be used. Previously, Traffic Advisory would be your alert type but our new type of Traffic Alert covers major highways, while the Alert is for traffic-affecting incidents on less-traveled roads. 1st Alarm incidents are reserved for working structure fires only. Special? Rarely used and this really is a Traffic Alert.